



# Job Vacancy Announcement

Date Posted: August 6, 2021

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**Position Title:** Service Director

**Reports to:** Superintendent

**Dept/CC:** Environmental Services Utility

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**Purpose:**

Responsible for support and maintenance of all Police Department specific computer systems, programs and applications that impact critical department operations, functions and services. Performs overall application system administration activities for the Police Department, such as development, installation, upgrades, modifications and data integrity. Collaborates with network operations to implement solutions for new technology. Performs other related duties as assigned.

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**Essential Functions**

1. Incorporates and develops department workflow processes as technology and CJIS policies change for Police specific systems.
2. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor.
3. Serves as Law Enforcement subject matter expert working directly with vendor programmers on customizing the Police Department Systems.
4. Knowledge and familiarity with design, development, and maintenance of police department applications and systems.
5. Setup and configuration of computer hardware, software and peripherals.
6. Strong knowledge of the Microsoft Windows operating systems. Considerable knowledge of police software applications. Responsible for maintaining and updating the in-car video system
7. Responsible for maintaining and updating body-camera system
8. Must be able to be LEADS certified
9. Responsible for Expungements of records
10. Be able to create and produce data analysis/reports with the New World and excel
11. Work with IDOT on merging Traffic Accident reports
12. Maintain/update and troubleshoot police radio issues
13. Serves as liaison with Verizon Cell Services
14. Responsible for reporting UCR/NIBs and other data to Federal Agencies
15. Create crime data reports

**Education and Experience**

Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field and: – Two (2) years of experience supporting desktop computer software and hardware in a multi-site network for a business or municipal environment.

**OR**

An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered. 2- years of experience in providing technical support and administration for major software systems in complex environments preferably in Police RMS, Mobile technology, Sector, On Line Reporting, ALPR systems, Polygraph system, Body Worn Camera system, 911 Systems Administration, Computer Aided Dispatch (CAD) or GIS mapping.

**HOW TO APPLY:** Please send resume and cover letter to Carolyn A. Croswell/Human Resources Department 304 S. Indiana Ave, Kankakee, IL 60901 or email [ccroswell@citykankakee-il.gov](mailto:ccroswell@citykankakee-il.gov) or visit our website at [www.citykankakee-il.gov](http://www.citykankakee-il.gov). EOE